

Q: What should I do if I have concerns with my case?

A: Contact the following people in the order in which they are listed at the Community Opportunity Center:

- Case Manager
- Case Manager's Supervisor
- Executive Assistant
- Center Director

Q: What if my concerns with my case have not been met after I have worked through the chain of command at the Community Opportunity Center?

A: Contact a Customer Service Representative in the Information Support Services Division at (614) 462-4903.

Q: How long does it take to process an application to determine eligibility or a redetermination?

A: It may take up to 30 days to process applications or redeterminations.

Q: How do I report suspected welfare fraud?

A: To report suspected welfare fraud, call 462-7111 or click on the following link:  
<http://www.franklincountyohio.gov/commissioners/jafs/apps/fraud.cfm>

Q: What are the hours of operation for the Community Opportunity Centers?

A: The Community Opportunity Centers are open Monday – Friday 7:00 a.m. to 6:00 p.m. and additional times may be available by appointment only.

Q: Where can I find the income eligibility guideline chart for program eligibility?

A: Click on the following link:<http://www.franklincountyohio.gov/commissioners/jafs/pdf/IncomeChart.pdf>

Q: What is the phone number for unemployment benefits?

A: The phone number is 1-877-644-6562.

Q: When should I report changes in my household or employment to my case manager?

A: Changes to your case should be reported within 10 days of the occurrence. Examples of changes that must be reported include: became employed or lost a job, added or removed a child to the household, moved to a new residence, married or divorced.

Q: Is it ok to drop off verification documents at the Community Opportunity Centers?

A: Yes and a receipt will be issued.

Q: Are interpreters available?

A: Yes.

Q: What documentation/verification do I need to bring to an interview when applying for assistance?

A: See the chart below:

<b>What type of verification do I need?</b>				
The table below lists the items required for each program you are applying for. Contact your local CDJFS for a list of items you can use for proof. If you can't bring everything, come to the interview anyway and we will help you.				
<ul style="list-style-type: none"> <li>If you are not a U.S. citizen and are only applying for emergency medical assistance, you do not have to verify your citizenship status or provide a social security number.</li> <li>Your food stamp amount may increase if you also bring proof of the following costs: child care, child support paid for children not living with you, housing, utilities, medical costs for people with disabilities or for people who are over age 60 (including prescriptions).</li> </ul>				
	Cash Assistance	Food Stamps	Health Coverage For families and children	Health Coverage For elderly and disabled
Proof you have applied for a Social Security Number (if you don't already have one)	✓	✓	✓	✓
Resident Alien Card or other INS documentation if not a U.S. citizen	✓	✓	✓	✓
Proof of any health insurance			✓	✓
Proof of income or any other money coming into your household (such as pay stubs, tax records, award letters, child support)	✓	✓	✓	✓
Most recent statements for any bank accounts (such as checking, credit union, savings)	✓			✓
Proof of ownership of vehicles (such as car, truck, motorcycles, boats, RVs)				✓
Proof of current value of stocks/bonds, certificates of deposit, life insurance, trusts	✓			✓
Proof of identity	✓	✓		
Proof of any child care costs	✓	✓		
Proof of any child support paid for children not living with you	✓	✓		
Proof of any housing and utility costs		✓		
Proof of any medical costs for people with disabilities or for people who are over age 60 (including prescriptions)		✓		✓

Q: What is Prevention, Retention and Contingency (PRC)?

A: The PRC program provides monetary help or other short-term assistance to eligible families living within Franklin County. Assistance provided through the program is available to help obtain employment, remain employed, meet training requirements or eliminate a threat to the safety/health of an applicant or a family household member.

Q: Why do I need to see my case manager every six months to have my eligibility redetermined if I am receiving Food Stamps or Ohio Works First?

A: State and county regulations require cases to be redetermined for eligibility every six months for recipients of Food Stamps and Ohio Works First.

- Recipients of Medicaid and Healthy Start Healthy Families are required to have their cases reviewed once per year.
- Recipients of Healthy Start Healthy Families may have their applications mailed to their home for the redetermination process.
- There is a six-month review for the Transitional Medicaid program.

Q: What is Medicaid spend-down and how can I meet it?

A: If you are aged, blind, or disabled and your income is more than the specified level for regular Medicaid, you may be eligible under the spend-down provision, which is similar to an insurance deductible that must be met on an insurance policy. The amount of your monthly income that is over the specified level for regular Medicaid eligibility is your spend-down amount and is the amount you are responsible for paying in medical expenses each month before you are eligible for Medicaid. Once this spend-down amount has been met, you will receive a Medicaid card to cover health expenses for the remainder of the month.

Below are options that can be exercised to meet your spend-down:

Delayed Eligibility:

- Monthly, incurred medical expense, i.e. receipts or bills for doctor appointments/services or prescription costs (medical services that are covered services of Medicaid). Such verification must be submitted to the County each month.
- Eligibility for that month begins the date of the last bill/receipt when the cost equals the spend-down amount.
- The Medicaid card, when bills/receipts are received, will be released and will be good for the rest of that month.

Or

Ongoing Spend-Down:

- Past medical bills that the recipient has an obligation to pay (and were not used as incurred expense for “delayed” eligibility) can be used to determine future month’s eligibility.
- Amount of bills are totaled and divided by the spend-down amount; eligibility exists from the first of each month for the number of months equal to the quotient.

Or

Pay-In Option:

- The spend-down amount may be paid, only by money order payable to Franklin County Department of Job and Family Services, each month.
- The Medicaid card will be released when payment is received and will be good for the entire month.

Or

Combination Option:

- Some of the total spend-down amount may be met by that month’s incurred medical expense and the remainder of the spend-down amount can be paid by Money Order as in the Pay-In Option.
- The eligibility for that month begins on the date the last expense was incurred.

Q: What if I don't receive my Ohio Works First (OWF) check?

A: Contact your case manager.

Q: How do I reach my case manager?

A: Click the following link to our [contact us](#) page for contact information:

<http://www.franklincountyohio.gov/commissioners/jafs/contact.cfm>

Q: How do I get an application to apply for assistance?

A: Call the Community [Opportunity](#) Center nearest you and request an application to be mailed to your home, or you may pick up an application in person at one of the Community Opportunity Centers. Click the following link to see which Community Opportunity Center serves the zip code in which you reside:

<http://www.franklincountyohio.gov/commissioners/jafs/>

Q: How do I know when I can load my Food Stamp card?

A: Look at the last digit in your case number and follow the guide below:

0-1	1 <sup>st</sup> day of the month
2-3	2 <sup>nd</sup> day of the month
4-5	3 <sup>rd</sup> day of the month
6-7	4 <sup>th</sup> day of the month
8-9	5 <sup>th</sup> day of the month

Your card will only activate at the stores you choose or your Community Opportunity Center office location. Activate your card before the 26<sup>th</sup> of the month to prevent loss of benefits. Your card will not activate a day early at the Community Opportunity Center.